

Head of Operations



CBM UK

www.cbmuk.org.uk

Charity Registration No 1058162 (England & Wales) SCO41101 (Scotland)

Recruitment Pack

CBM UK

Too many people face poverty, stigma and isolation, denied the chance to go to school or earn a living, just because they have a disability. And every day people lose the ability to see, hear or walk because of conditions that could easily be treated or prevented.

Driven by Christian values, CBM works in the world's poorest places to reach those whom others leave behind. Working in partnership with Governments and local partners, we create long-term positive change: treating and preventing conditions that can lead to disability and supporting people with disabilities to access education and healthcare, earn a living and be included in their communities.

Our Vision

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

Our Mission

To transform the lives of disabled people in the world's poorest communities. Driven by Christian values, we work with disabled people to break down barriers by delivering practical support, improving policy and practice and inspiring the people of the UK to act.

Our Values

- Challenging injustice
- Making every action count
- Embracing partnership
- Living with integrity

Head of Operations

The Head of Operations is a senior position within the Finance & Operations Department and plays a pivotal role to ensure quality standards in the operations of CBM UK. Reporting to the Director of Finance & Operations, the purpose of this role is to provide high-level direction and project management in a number of key areas of CBM UK's ongoing operations.

Based: CBM UK office is currently in Oakington, Cambridge, but moving to Mercers Row, off Newmarket Road, Cambridge, in early 2020

Reports to: Director of Finance & Operations

Direct Reports: HR/Office Manager

Salary: Starting at £38,023.40

Hours: 37.5 hours per week

Key criteria for success

- Be working to clear and agreed strategic objectives and plans
- Lead the development and implementation of the Organisational Strategy
- Work with the Director of Finance & Operations to develop the strategic goals of CBM UK so that its mission is realised in practice
- Successful project management of a variety of high-level tasks
- Maximise opportunities for learning and dissemination of examples of good practice within the CBM Federation, the international disability and development sector in the UK.

Key responsibilities

1. Human Resources (20%)

- a. Lead the development and implementation of the HR strategy and champion the changes in culture, values and behaviour that are required to deliver CBM UK's vision and strategy
- b. Work closely with other senior managers to provide an approach to human resource management that meets the needs of CBM UK
- c. Ensure all HR policies and practices are fit for purpose and are updated as necessary to ensure they support the development of the desired culture, protect CBM UK from unnecessary legal challenge and represent good practice in the sector. Such policies include flexible working and family-friendly policies
- d. Oversee the development of a Training and development plan ensuring that it meets the strategic needs of CBM UK as well as developing effective and appropriate approaches to talent management and succession planning
- e. Be responsible for all aspects of Health and safety policy and practice
- f. Motivate and develop the HR and Office Management function to achieve departmental objectives in line with the agreed strategic direction, policies and priorities of the organisation, and specifically to ensure that a suitable and safe working environment is provided for staff.

2. Information Technology & Systems (20%)

- a. Develop, implement and continuously update an appropriate IT, information management and telecommunications strategy
- b. Ensure that IT based systems are integrated as required to support the efficient and effective delivery of CBM UK plans
- c. Drive the selection and implementation of organisation wide systems including, Programmes Management & Monitoring, Human Resourcing.

3. Strategy Development and implementation (20%)

- a. Lead the organisational strategy framework development process and development of an annual business planning process
- b. Develop an appropriate organisational balanced scorecard/or equivalent corporate performance measurement system
- c. Develop & support a quarterly business review process.

4. Project Management according to organisational priority (20%)

- a. In 2020, this would focus on the office relocation, ensuring a smooth transition.

5. Support Leadership Team (20%)

- a. Liaise closely with the CEO and Leadership Team on governance, strategic and business development matters
- b. Support the development of relevant CBM Federation work streams
- c. Carry out other duties as required by the CEO and Leadership Team of CBM UK.

Person Specification

Experience and Knowledge	Essential/Desirable
Significant people management experience, including leading a team and managing and motivating staff to achieve challenging goals	Essential
Experience of developing and implementing organisation wide strategies	Essential
Experienced in organisational development	Essential
Has effectively managed projects at a variety of levels	Essential
Experience of governance and organisational systems	Essential
Experience in and knowledge of legal and company secretarial tasks	Desirable
Skills/competencies/personal qualities	
Strategic thinker with clear analytical skills and the ability to balance long-term and short-term priorities	Essential
Excellent verbal and written communication skills	Essential
Can-do attitude and able to take initiative	Essential
Empowering – will support the team to perform their roles, and provide a 'sounding board' for ideas and challenges	Essential
Consultative – will discuss proposed activities with team where appropriate	Essential
Creative and innovative thinker	Essential
Ability to work in a fast-paced, high-intensity work environment	Essential
Commitment to CBM's mission and values, sympathetic to Christian values	Essential
Excellent IT literacy	Essential
Understanding of the UK and international disability discourse and priorities	Desirable
Qualifications, training, and education	
Educated to degree level or above	Essential
Relevant project management qualification	Desirable
Master's degree in International Development or equivalent	Desirable

Employee Benefits

- All full-time employees are entitled to 25 days holiday per year in addition to UK public holidays
- CBM places an emphasis on professional development and training for its employees in order to enable them to fulfil their roles. We support employees in their desire to further their qualifications and careers, including offering opportunities to undertake study for relevant qualifications
- Salaries are regularly reviewed to attract, develop, motivate and retain the appropriate calibre of employees
- We offer family-friendly benefits for staff members with a young family to look after – flexible working, homeworking, maternity/paternity/adoption and parental leave policy
- CBM UK offers a competitive pension scheme. Subject to you making a minimum pension contribution of 5%, CBM UK will make a payment of 7% of annual salary towards the organisation's pension scheme
- Group Life Assurance Scheme
- As part of its commitment to its work with disabled people, CBM UK is a Disability Confident Employer (formerly the "two ticks" scheme) and aims to help successfully employ and retain disabled people and those with health conditions. We have a comprehensive equality and diversity policy
- CBM UK offers a free Lifestyle Counselling Helpline & Online Support Service for counselling and support
- Bike to work scheme
- Season Ticket loan
- Free tea/coffee facilities, with weekly fruit bowl.

Useful Information

Shortlisting and Interviews

CBM UK is an equal opportunities employer and we are committed to ensuring all applications are treated fairly.

All applications are subject to our shortlisting process; if you are shortlisted, we will contact you and invite you to attend an interview. You will also be advised at this point if there will be any skills tasks to complete as part of the recruitment process.

Diversity Policy Statement

Everyone has the right to be treated with consideration and respect. CBM UK is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual. CBM UK aims to ensure that all staff, volunteers, donors, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Use of Curriculum Vitae (CVs)

Our policy is to recruit and employ our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such we do not accept a CV unless accompanied by a fully completed application.

Employment Checks

All applicants must have the right to work in the UK. All offers of employment are made subject to the following criteria: Proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, and three references satisfactory to CBM UK and, if required, a DBS Check.



How to apply

Closing date: 5pm, 6th November 2019

Potential Interview Dates: 13th to 22nd November 2019

Application forms can be downloaded from:

<http://www.cbmun.org.uk/who-we-are/work-for-us/>

Your completed form and CV should be emailed to Trena Battams recruitment@cbmun.org.uk.

Alternatively, you can post your application to:

Trena Battams—Office Manager
CBM UK
Oakington Business Park
Dry Drayton Road
Oakington
Cambridge
CB24 3DQ

Should you have any questions or wish to discuss your application further please contact: -

Trena Battams on 01223 484700 or trenab@cbmun.org.co.uk